

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT D CODE		PAGE OF PAGES 1 56	
2. AMENDMENT/MODIFICATION NO. P00050		3. EFFECTIVE DATE 10/01/2019		5. PROJECT NO. (If applicable)	
6. ISSUED BY CODE ITAD US Environmental Protection Agency 109 T.W. Alexander Drive Mail Code: AA005 Research Triangle Park NC 27709		4. REQUISITION/PURCHASE REQ. NO.		7. ADMINISTERED BY (If other than Item 6) CODE	
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) Booz Allen Hamilton Inc. Attn: HEATHER TEED 8283 GREENSBORO DRIVE MCLEAN VA 221023838		(x)		9A. AMENDMENT OF SOLICITATION NO.	
				9B. DATED (SEE ITEM 11)	
		x		10A. MODIFICATION OF CONTRACT/ORDER NO. GS00Q09BGD0019 EP-G15H-01177	
CODE 006928857 FAC LITY CODE				10B. DATED (SEE ITEM 13) 09/11/2015	
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS					
<input type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers <input type="checkbox"/> is extended <input type="checkbox"/> is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or electronic communication which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by letter or electronic communication, provided each letter or electronic communication makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.					
12. ACCOUNT NG AND APPROPRIATION DATA (If required) See Schedule					
13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.					
CHECK ONE X	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A. 52.243-3 -- Changes -- Time-and-Materials or Labor-Hours.				
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).				
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:				
	D. OTHER (Specify type of modification and authority)				
E. IMPORTANT Contractor <input type="checkbox"/> is not <input checked="" type="checkbox"/> is required to sign this document and return 1 copies to the issuing office.					
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.) Tax ID Number: 36-2513626 DUNS Number: 006928857 Electronic Rulemaking and FOIA Online support for Office of Information Collection IMPORTANT NOTE FOR RTP FINANCE: The GSA Alliant Contract Number in the Compass Financial System is recorded as GS0D0019 TOCOR: Raven Arnold Max Expire Date: 09/13/2021 The purpose of this bilateral change order is to incorporate new Statements of Work for FOIA Online (Attachment 1) and ERulemaking (Attachment 2) and modify several clauses. The Government sent the SOWs to the contractor on July 26, 2019 and received their proposal on August 30, 2019. Bi-lateral P00048 incorporated this new pricing and new CLIN structure, Continued ... Except as provided herein, all terms and conditions of the document referenced in Item 9 A or 10A, as heretofore changed, remains unchanged and in full force and effect.					
15A. NAME AND TITLE OF SIGNER (Type or print)			16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Christian Ford-Cannon		
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)		15C. DATE SIGNED		16B. UNITED STATES OF AMERICA Christian Ford-Cannon (Signature of Contracting Officer)	
				16C. DATE SIGNED 09/30/2019	

CONTINUATION SHEET

 REFERENCE NO. OF DOCUMENT BEING CONTINUED
 GS00Q09BGD0019/EP-G15H-01177/P00050

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 NAME OF OFFEROR OR CONTRACTOR
 Booz Allen Hamilton Inc.

ITEM NO (A)	SUPPL ES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	and the current modification will definitize this change. Please see the continuation pages and task order attachments for details. LIST OF CHANGES: Reason for Modification: Change Order Total Amount for this Modification: \$0.00 New Total Amount for this Version: \$0.00 Period of Performance: 09/14/2019 to 09/13/2020				

The Office of Management and Budget (OMB) directed the General Services Administration (GSA) and the Environmental Protection Agency (EPA) to plan for the transition of ownership of the eRuleMaking Program Management Office and system from EPA to GSA. The transition is effective on October 1, 2019.

As a result of this OMB direction, we have separated the FOIAOnline functions and ERulemaking functions via separate statements of work, CLIN structure (P00048), and Task Order Contracting Officer's Representatives (TOCORs).

The purpose of this change order is to modify existing clauses and revise the Statements of Work. Please the details below:

1. The Section B clause entitled, "B.4 OTHER DIRECT COSTS (CUSTOM)" is hereby replaced in its entirety as follows:

- (a) Other Direct Costs (ODC) (for example, travel, software licenses, software maintenance renewals, Agency mandatory training) in the amount listed below, excluding the costs associated with the Optional Task, shall be included as a total maximum dollar value for each period of performance (POP) in task order EP-G15H-01177 award.
- (b) Booz Allen Hamilton shall be responsible for tracking and recording all ODCs to ensure that Booz Allen Hamilton and its subcontracts do not exceed the POP ODC ceiling. Booz Allen Hamilton is responsible for any incurred ODC cost that causes the total POP ceiling to be exceeded, and incurs any cost in excess of the per POP ceiling at its own risk.
- (c) The ODC ceilings are estimated amounts and do not create EPA and its partner agencies obligations, and they have no obligation to provide ODC funding.
- (d) The ceiling is POP specific and not carry forward or change the ceiling amounts in any other POP without express written Contracting Officer (CO) approval and task order modification.
- (e) The Government will not reimburse Booz Allen Hamilton and its subcontractors for any dollar amount in excess of POP ceiling amount.
- (f) Booz Allen Hamilton and its subcontractors incur all ODC costs at their own risk.
- (g) The ceiling amounts and any approved reimbursable ODC requests includes the General Services Administration Contract Access Fee (GSA CAF) of 0.75% that Booz Allen Hamilton's GSA Alliant Government-Wide Acquisition Contract (GWAC) terms and conditions requiring Booz Allen Hamilton to reimburse the GSA Alliant Program.
- (h) Booz Allen Hamilton shall include the GSA CAF as a separate item on all approval requests that Booz Allen Hamilton as part of its CO approval request submission. Booz Allen Hamilton shall submit all ODC approval requests for task order EP-G15H-01177 and obtain written CO approval prior to incurring any and all ODC amounts.

Base Period of Performance

ODCs

Option 1 Period of Performance
 Option 2 Period of Performance
 Option 3 Period of Performance
 Option 4 Period of Performance
 FOIAOnline
 E-Rulemaking
 Option 5 Period of Performance
 FOIA Online



E-Rulemaking

- (i) Whenever the COR or CO notifies the Booz Allen Hamilton of a ODC requirement, the Booz Allen Hamilton shall submit a detailed written request via email, for all ODC items for which the Booz Allen Hamilton and its subcontractors expect and anticipate the Agency reimbursement. The CO will consult with and ask for a recommendation from the Contracting Officer's Representative (COR) and/or the Alternate COR in the COR's absence. The CO will provide written approval or disapproval of the Contractor's ODC request.
- (j) All requests for long distance travel by Booz Allen Hamilton and its subcontractor personnel shall be in accordance with task order EP-G15H-01177 clause EPA H-31-104 and Federal Travel Regulation. Booz Allen Hamilton and its subcontractors shall not incur any costs for long distance travel prior to receiving written CO approval.
- (k) All Booz Allen Hamilton and its subcontractor personnel training requests shall be in accordance with task order EP-G15H-01177 clause EPA-H-31-105 Approval of Contractor Training." Booz Allen Hamilton and its subcontractors shall not incur any costs for training prior to receiving written CO approval.
- (l) The EPA and its partner Agencies are not liable for any long distance travel costs incurred without prior CO approval and those costs are subject to CO disallowance.
- (m) Only individuals with delegated procurement authority can approval ODCs.
- (n) The COR or CO shall determine whether meetings can be via telephone conference call, video conference call or in person, prior to any meeting with Booz Allen Hamilton and its subcontractor personnel. Booz Allen Hamilton subcontractor personnel shall not meet with Agency and/or its partner Agency personnel without a representative, knowledge and approval prior to any meeting between the subcontractor personnel and Agency personnel.
- (o) Booz Allen Hamilton and its subcontractors shall be allowed to apply only their General and Administrative (G&A) indirect rate(s) and Defense Contract Audit Administration (DCAA) and Defense Contract Management Administration (DCMA) to ODCs. Neither Booz Allen Hamilton or its subcontractors shall not apply any other fees or rates unless the CO expressly authorizes them.
- (Booz Allen Hamilton shall not apply any other fees or rates unless expressly authorized by the CO in the task order.

2. The Section C clause entitled, "C.1 TASK ORDER STATEMENT OF WORK (CUSTOM)" is modified to include both Statements of Work as follows:

Booz Allen Hamilton and its subcontractors shall furnish the necessary personnel, material, equipment, services and facilities (except as otherwise specified in the Statement of Work (SOW), to perform the scope of work/specifications included in Task Order EP-G15H-01177, **Attachment 1 –Statement of Work for FOIAOnline and Attachment 2- Statement of Work for ERulemaking.** Booz Allen Hamilton and its consented to subcontractors shall perform work under this task order only as directed by the CO and the CO-appointed and authorized COR and Alternate COR and in accordance with their delegated authorities and as included in the tasks detailed in the SOW.

3. The Section F clause entitled, "F.2 EPAAR 1552.211-70 REPORTS OF WORK (OCT 2000)" is modified to include both Statements of Work as follows:

Booz Allen Hamilton shall prepare and deliver reports, including plans, evaluations, studies, analyses and manuals in accordance with **Attachment 1 – Statement of Work for FOIAOnline and Attachment 2- Statement of Work for ERulemaking.** Each report shall cite the contract number, task order number and identify the U.S. Environmental Protection Agency as the sponsoring agency.

4. The Section G clause entitled, “G.2 CONTRACTING OFFICER’S REPRESENTATIVES (CUSTOM)” is hereby replaced with “G.2 EPA-G-42-101 CONTRACT ADMINISTRATION REPRESENTATIVES” as follows:

Task Order Contract-Level Contracting Officers Representatives (TOCORs) for this task order are as follows:

FOIAONLINE TASK ORDER CONTRACTING OFFICER’S REPRESENTATIVE (TOCOR):

Raven Arnold
Phone: (202) 566-1966
E-Mail: Arnold.raven@Epa.gov

FOIAONLINE Alternate TASK ORDER CONTRACTING OFFICER’S REPRESENTATIVE (ATOCOR):

Vicente “Paul” Cusumano
Phone: (919) 541-0689
E-Mail: Cusumano.vicente@Epa.gov

GSA ERulemaking TASK ORDER CONTRACTING OFFICER’S REPRESENTATIVE (TOCOR):

Latosha Frink
Phone: (571) 882-0547
E-Mail: Latosha.Frink@gsa.gov

GSA ERulemaking Alternate TASK ORDER CONTRACTING OFFICER’S REPRESENTATIVE (ATOCOR):

Holly Douglas
E-mail: holly.douglas@gsa.gov

EPA ERulemaking (Licensing) TASK ORDER CONTRACTING OFFICER’S REPRESENTATIVE (TOCOR):

Raven Arnold
Phone: (202) 566-1966
E-Mail: Arnold.raven@Epa.gov

Contracting Officials responsible for administering this contract are as follows:

Contracting Officer:

Christian “Cris” Ford-Cannon
Phone: (919)541-2147
E-mail: ford-cannon.cris@epa.gov

Contract Specialist:

Sammie Jones
 Phone: (919) 541-2505
 E-mail: jones.sammie@epa.gov

(End of Clause)

5. The Section I clause entitled, “I.24 EPAAR 1552.217-75 OPTION TO EXTEND THE EFFECTIVE PERIOD OF THE CONTRACT--TIME AND MATERIALS OR LABOR HOUR CONTRACT (JUNE 1984)” is modified as follows:

NOTE: To exercise the option, the Contracting Officer will issue a Standard Form (SF) 30 modification to exercise the applicable task order optional period(s) of performance. Refer to RFP section B.2 ‘Price/Cost Schedule’ for base and optional period timeframes.
 (a) The Government has the option to extend the effective period of this task order for six (6) additional period(s). If more than forty-five (45) days remain in the task order effective period, the Government, without prior written notification, may exercise this option by issuing a task order modification. To unilaterally exercise this option within the last 30 days of the effective period, the Government must issue written notification of its intent to exercise the option prior to that last 45-day period. This preliminary notification does not commit the Government to exercising the option.

(b) If the option(s) are exercised, the “Ceiling Price” clause will be modified to reflect a new and separate ceiling price of [REDACTED] for the first option period, a new and separate ceiling price of [REDACTED] the second option period, a new and separate ceiling price of [REDACTED] for the third option period, a new and separate ceiling price of [REDACTED] for the fourth option period, and a new and separate ceiling price of [REDACTED] for the fifth option period. The sixth option period was [REDACTED] in a prior modification.

(c) The “Effective Period of the Contract” clause will be modified to cover:
 Base Period of Performance of September 14, 2015 to September 13, 2016 and the option periods of performance of September 14, 2016 to September 13, 2017 Option 1; September 14, 2017 to September 13, 2018 Option 2; September 14, 2018 to September 13, 2019 for Option 3; September 14, 2019 to September 14, 2020 for Option 4; and September 14, 2020 to September 13, 2021 for Option 5.

(End of Clause)

6. Section I clause entitled, “I.27 OPTIONAL TASK ORDERING (CUSTOM)” is modified to include both Statements of Work as follows:

(a) The Government reserves the unilateral right to exercise the Optional Tasks (OT) under this task order. The need must be within the task order’s period of performance, including option periods, and within the scope of the **Attachments 1 and 2 Statements of Work.**

(b) The Government is not obligated to order the optional tasks, or to pay the Contractor for labor hours that the CO has not authorized prior to the Contractor performing them. The Contractor shall not submit invoices for labor hours and Other Direct Costs for which Booz Allen Hamilton or its subcontractors have not already performed or over the **task order CLIN ceilings.**

(End of Clause)

7. The Section J Clause entitled, “J.1 LIST OF ATTACHMENTS (EP 52.252-100) (APR 1984)” is modified to include both Statements of Work. This changes the attachment numbers for all attachments as follows:

- 1) Attachment 1 – Statement of Work (SOW) for FOIAOnline**
- 2) Attachment 2 – Statement of Work (SOW) for E-Rulemaking**
- 3) Attachment 3 – Quality Assurance Surveillance Plan (QASP)
- 4) Attachment 4 – Agency Security Requirements for Contractor Personnel
- 5) Attachment 5 – Erulemaking and FOIA Online Hardware Inventory

8. P00048 and P00050 complete the change order process for incorporating new Statements of Work for FOIAOnline and ERulemaking and restructuring the CLINs for option periods 4 and 5. The contractor agrees to the following:

Contractor’s Statement of Release

In consideration of the modification(s) agreed to herein and in P00048 as complete equitable adjustments for the Contractor’s proposal, dated 8/30/19, for adjustment, the Contractor hereby releases the Government from any and all liability under this contract for further equitable adjustments attributable to such facts or circumstances giving rise to the “proposal(s) for adjustment”.

Attachment 1: Statement of Work (FOIAOnline)

STATEMENT OF WORK ENVIRONMENTAL PROTECTION AGENCY FOIAonline Program System Application and Infrastructure Support

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Attachment 1: Statement of Work (FOIAOnline)

STATEMENT OF WORK (SOW) ENVIRONMENTAL PROTECTION AGENCY FOIAonline Program System Application and Infrastructure Support

1. INTRODUCTION

The Environmental Protection Agency (EPA) manages a voluntary information technology (IT) shared service that supports EPA and many other federal departments and agencies.

The FOIA Program has one major component:

- FOIAonline, a multi-agency web application developed to assist agencies in processing FOIA requests (<https://Foiaonline.gov>).

The purpose of this task order is to obtain IT infrastructure, web/application development, operations, maintenance, enhancement, project management, training, and support services for this program and its user communities.

2. BACKGROUND

FOIA Program Management Office (PMO) is located in the Office of Mission Support, Office of Environmental Information (OEI), Office of Enterprise Information Programs (OEIP). The FOIAonline system went live with on October 1, 2012 and currently supports 19 agencies and departments. FOIAonline serves to assist agencies in making business process improvements by reducing redundancy and duplication in responding to public requests for information and by promoting greater government transparency and accountability.

The FOIAonline.gov component, in support of and in compliance with the Freedom of Information Act (FOIA) (5 U.S.C. § 552, as Amended by Public Law No. 104-231, 110 Stat. 3048), allows individuals and organizations to request information from the Federal government. Federal agencies use the system to store requests and responses compliant with FOIA regulations.

The operation of this Federal IT system will:

- Provide FOIAonline.gov web server availability of at least 99.5% or greater via Internet access.
- Provide for FOIA requests to all participating agencies, track the status of requests, access previously released records, and generate agency-specific FOIA reports.
- Provide Federal agencies with a system utilizing secure login and role-based access controls, configurable workflow management, and compliance with electronic records management requirements.
- Provide a system that supports and maintains digital documents.
- Meet Section 508 accessibility requirements for the FOIAonline website.

Attachment 1: Statement of Work (FOIAOnline)

- Meet Federal privacy and security requirements.

In order to maintain and improve upon operations, the vendor must be able to demonstrate their ability to build, maintain, and optimize the infrastructure, custom software, and COTS packages listed in section 8.2 of this SOW that support the FOIAOnline Program.

3. PROGRAM GOALS AND OBJECTIVES

3.1 Program Goals

The FOIAOnline program provides a public access (Internet) portal that standardizes request procedures supporting government-wide FOIA requests. This program automates and greatly simplifies the public document request process. The functionality of the program significantly improves the processing time for FOIA requests. It optimizes the request process by recognizing duplicate and redundant requests. Instead of treating every FOIA request as a new instance, it tracks all previous requests and makes use of historical data. FOIAOnline was developed to:

- Provide a shared public access vehicle supporting multiple Federal agencies;
- Promote public engagement in the pursuit of Federal information requests;
- Significantly reduce processing times for previously requested information;
- Standardizing the FOIA request process for the Federal agencies using the service; and
- Provide an easily accessed and standardized venue that provides the public with information dealing with the FOIA program and information request procedures and access to previously released records.

3.2 Operational Objectives

The FOIAOnline Program will achieve strategic IT performance goals through a range of activities including, but not limited to, system reporting, input from Federal system users and technology improvements.

- System availability: minimum of 99.5% availability based on total monthly time available divided by total time in month (scheduled maintenance downtime and outage time resulting from force majeure subtracted from monthly calculation).
 - Meet system reporting metrics, including trouble reporting and system performance reports, system updates consisting of enhancements and bug fixes are regularly implemented
 - Achieve a Satisfaction Score of 70 based on the American Customer Satisfaction Index (ACSI). The customer satisfaction surveys determine customer satisfaction based upon the functionality of the website, its navigability, its search capabilities, and site performance, among other criteria.
- Releases: Attain zero error-based “pull backs” on releases Timeliness of financial and project reporting.

3.3 TRANSITION SUPPORT

Attachment 1: Statement of Work (FOIAOnline)

The contractor shall ensure a smooth transfer of knowledge and uninterrupted system operation during the transition period.

4. FOUNDATIONS

- The program supports an architecture that is scalable, resilient, flexible, and that supports the integrity of its data. In the spirit of an open and transparent government the FOIAonline program provides a publicly assessable platform that fosters participation. Additionally, the program promotes collaboration among and between its two defined user groups, the government and public users. FOIAonline provides an automated technology solution that greatly increases the efficiency and operational effectiveness of the FOIA request process.
- These two main functions of the system support both the E-Government Act of 2002 and the Clinger-Cohen Act of 1996 with the goal of providing a publicly assessable platform that serves as a convenient portal to allow greater input (both Federal and Public) and add efficiency and effectiveness to the rulemaking process.

FOIAonline are also in alignment with:

- The Economy Act (31 U.S.C. §1535, 1536)
- The Freedom of Information Act (5 U.S.C. § 552. as amended by P.L. 104-231. 110 Stat. 3048)
- Memorandum for the Heads of Executive Departments and Agencies: Open Government Directive, M10-06 (December 8, 2009)

5. PURPOSE / TASK ORDER OBJECTIVES

The purpose of this task order is to define and obtain a full range of IT services, including but not limited to, programming, help desk, training, troubleshooting and hardware and software administration for the FOIAonline applications and supporting infrastructure.

The ultimate objective of this work effort is to provide technology portals, accessible via the Internet, available to both public and government users, that are intuitive to use and that are fully functional and support both the FOIAonline Program.

Additional efforts with respect to programming support as well as other efforts as defined by the government may be advertised and awarded separately.

5.1 Scope

This task order is written to provide continued ongoing support of the FOIA Program. It includes all aspects of operation, including analysis, hardware infrastructure support, software maintenance and development, and training as well as system and database administration. The vendor will provide staff to fully support the detailed operations specified in the performance objectives (see Section 8).

Attachment 1: Statement of Work (FOIAOnline)

This Federal IT system provides a common platform available to all government agencies in the support of the Federal rulemaking, recordkeeping and FOIA processes. The EPA is the managing and hosting partner for this effort and provides guidance and support via its PMOs.

The vendor is expected to provide staffing to fully support the requirements specified in the functional and technical requirements provided in the Quality Assurance Surveillance Activity Plan (Attachment 2). With the Contracting Officer's Representative (COR) approval, the vendor is encouraged to augment and or enhance any area in which additional and or modified support can improve system operation performance in a cost-effective manner.

The proposal/task order will support two main contractual goals:

1. The ongoing operational support of the FOIAOnline program, including hardware infrastructure, help desk, troubleshooting and maintenance, and software and database administration.
2. The analysis, design, development and implementation of system enhancements to ensure continued program operation in support of the objectives and goals of the FOIAOnline program as described in Section 3.1.

6. PLACE OF PERFORMANCE

The production environment for FOIAOnline program is located at the EPA National Computer Center in Research Triangle Park, North Carolina. The PMO for the program is located at the EPA Headquarters in Washington, DC. The Federal agencies that utilize the FOIA application is located throughout the United States along with a limited international presence.

A Continuity of Operations Plan (COOP)/Disaster Recovery (DR) site supporting FOIAOnline, as specified in the requirements set forth in Section 8.2, is required to support the continued program operations in the event of prolonged outages at the primary site in Research Triangle Park. The COOP/DR site is to be set up in EPA's Potomac Yard location. Additionally, the COOP/DR site may be used in support of system back-up operations.

The majority of the work can be performed offsite, although some contractor presence will be required at the EPA National Computing Center in Research Triangle Park, NC, to provide infrastructure support.

7. CONTRACT TYPE

This is a hybrid contract with a combination of Time and Materials (T&M), Firm-Fixed Pricing (FFP), and Cost Reimbursement. Each subtask listed in Section 8 references the type of pricing that will be used.

Attachment 1: Statement of Work (FOIAOnline)

8. PERFORMANCE OBJECTIVES

8.1 Performance Objective One – Program/Project/Technical Management and Communications

Program/Project/Technical Management and Communications will be provided by the vendor using time and materials pricing.

Subtask 8.1a - Program Management

The vendor will be responsible to perform the technical and functional activities at the task order level needed for the program management of activities under this work statement. The vendor shall provide centralized administrative, clerical, documentation, and other related functions as assigned. The vendor program manager is assigned responsibility for FOIAOnline program assistance. The program manager shall be responsible for program management for the work effort, shall be designated as Key Personnel, and his or her resume shall be submitted with the vendor's proposal.

The vendor shall provide reporting and billing for FOIAOnline activities to the COR.

Subtask 8.1b - Project Management

Subtask 8.1b.1 - The vendor shall appoint a project manager (PM) to work with the FOIAOnline Project Management Office (PMO) to resolve issues, convey information, determine the problem levels as they arise, and agree upon methods of correction and escalation of issues. The project manager, responsible for project management for the entire project, shall be designated as Key Personnel, and his or her resume shall be submitted with the vendor's proposal for this task order. The vendor will provide administrative, technical, and program management support as necessary to perform the assigned work.

The vendor will attend meetings to receive management and technical information and will brief participants as necessary on topics related to this task order as requested by the Government. Vendor travel may at times be required in order to complete project tasking. Any vendor travel with respect to this SOW must receive the prior approval for the government COR.

The vendor will monitor key tasks to ensure due dates (schedule) are met and performed within the cost limitations of the contract. The vendor will provide updates to the PMO, with problems being communicated in writing and in a timely manner. The vendor will ensure staffing issues are dealt with in a timely manner and workload is monitored on a regular basis.

Weekly Meetings. The PMO will hold weekly status meetings (in person or via teleconference, video, or web meeting as appropriate) with the vendor's project manager (and any additional project leads as appropriate) to discuss issues and progress based on the project plan. These reviews will briefly address the financial status of this project as well as any outstanding problems and issues and the nature and status of their resolutions. The vendor will be responsible for preparing and providing the meeting agenda by close of business the day before the scheduled meeting. The vendor will also

Attachment 1: Statement of Work (FOIAOnline)

be responsible for producing the minutes of each meeting in an electronic format (e.g. Microsoft Word) within 3 business days after the meeting. Weekly progress meetings will be held at an agreed upon standing time, to the extent possible. The FOIAonline PMO will determine how often face-to-face meetings will be conducted.

Weekly Progress Reports. The vendor will provide weekly progress reports in accordance with EPAAR 1552.211-72. These reports will provide utilizing Microsoft Word software. In addition, the vendor will provide a monthly status report, which will include performance-based management, earned value (per EPA's reporting requirements), milestones, costs, and task management. These reports will be in electronic format as approved by the COR along with the monthly invoice within two weeks of the end of the month. (See Attachment 2: Quality Assurance Surveillance Activity Plan)

Agency Usage Reports. Weekly Reports showing agency usage computed using agreed upon measures (e.g. bandwidth, # of agency documents, # of Agency sessions, # of Agency logins) will be provided in a mutually agreed upon electronic format to the PMO by COB of the day prior to the weekly status meeting with the vendor. Yearly Reports showing agency usage will also be required using agreed upon measures (e.g. # of site uploads, etc) and will be provided in a mutually agreed upon electronic format to the PMO forty-five days after the close of the fiscal year.

Public Usage Reports. Quarterly Reports showing public usage computed using agreed upon measures (e.g. search performance, bandwidth, # of users documents, # of user sessions, # of visits and comments submitted) will be provided in an mutually agreed upon electronic format to the PMO by COB the day prior to the weekly status meeting with the vendor.

Subtask 8.1b.2 - The vendor's project manager will work through the primary COR to support the FOIA Online PMO to resolve issues, convey information, determine the problem levels as they arise, and agree upon methods of correction and escalation of issues. Project Management responsibilities and reporting for FOIAonline will include any and all activities associated with hardware support, operating systems and application patch management. FOIAonline reporting requirements should include any and all reports that apply to areas that have been defined as vendor responsible under FOIAonline within this SOW and or under any additional tasking.

Subtask 8.1c – Technical Management

The technical manager will work closely with the software developers, analysts, and testers to ensure that releases stay within their planned scope, schedule, and cost, and will strive to attain one of the program's operational objective of attaining zero error-based "pull backs" on releases. A "pull back" is when a coding error is detected after the release's deployment, causing the developers to shut down the release and revert to the prior version while investigation is done on the error. All releases will be tracked through a project tracking system, and updates will be communicated to the government on a weekly basis. The COR/PMO government project manager will be notified at the earliest opportunity of any delays or issues. The technical manager shall be designated as Key Personnel, and his or her resume shall be submitted with the vendor's proposal for this task order.

Attachment 1: Statement of Work (FOIAOnline)

Subtask 8.1d – OMB Exhibit 300 Support

The components of the system are a major IT investment with an Exhibit 300 reporting requirement to the Office of Management and Budget (OMB). The Exhibit 300 is the budget justification and reporting document that is required by OMB for major IT investments. This report details the amount spent on the development of new capabilities, as well as the amount spent in support of operations and maintenance activities. Each year, the PMO prepares the Capital Planning and Investment Control (CPIC) Exhibit 300 for the FOIAonline investment (the budget year is two years in advance of the current fiscal year). The vendor is required to use an Earned Value Management System to manage all development/ modernization/ enhancement (DME) and operations and maintenance (O&M) work. Earned Value Management (EVM) is a project management technique for requiring project performance and progress. In a single integrated system, EVM is able to provide accurate forecasts of project performance problems that arise from deviations in scope, schedule, and cost. The vendor will assist the PMO in identifying projects and activities that fall under the scope of development/enhancements, and create charge codes for the employee labor hours (that fall under those DME activities) so that they can be tracked easily by cost and schedule. The vendor will also support risk management and operational metrics reporting, and any additional documentation as required.

Deliverables:

- Weekly Progress Report – Weekly
- Agency Usage Report – Weekly/Annually
- Public Usage Report – Weekly/Annually

8.2 - Performance Objective Two – Operations and Maintenance

Operations and maintenance will be provided by the vendor using time and materials pricing.

The vendor shall track and report billable hours.

The technical manager, responsible for the technical operation of this project, will be designated as Key Personnel, and their resume shall be submitted with the vendors' proposal for this task order. The vendor, as directed by the PMO, will be responsible for the operations and maintenance of the network infrastructure Support. Additionally, the vendor will provide support for the versioning, release, and security upgrades for operation. Additionally, the vendor will conduct analysis and review of program operations to provide enhancement recommendations supporting the continued process improvement of system operations. The vendor shall provide documentation that meets government standards as defined by the National Institute of Standards and Technology (NIST) that will allow for informed decisions based on the information provided.

In order to maintain consistency of the operations, the vendor must be able to demonstrate their ability to effectively develop, maintain, and integrate software and hardware packages.

Subtask 8.2a – Database Administration

The vendor will be responsible for all aspects of database administration to ensure continued

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successful operation of services. These responsibilities will include but not be limited to: daily database administration, the collection and analysis of log files (system, error etc.), mass storage management, monitoring of system performance and regular reporting on these activities as defined by PMO instruction. Additionally, the vendor will be responsible for system fault management. The vendor will provide maintenance support Monday – Friday 6am-8pm EST. Outside of these support hours, the vendor will provide call-in support with technicians available with 2-hour notice.

Subtask 8.2b- Reserved

Subtask 8.2c –Software Support

The vendor will support configuration and maintenance, log files, configuration support, monitoring and tuning scripts, fault management including 24/7 emergency response, data control and appropriate documentation. The vendor will provide appropriate upgrades and application design reviews that will result in recommendations for improvements and the implementation of changes to supporting platforms and applications.

The vendor shall perform an analysis of the software and hardware platforms to investigate possible alternative solutions that may be better suited in supporting program operations. The vendor shall track and report billable hours based on the system worked.

Subtask 8.2d.–Infrastructure Support

The vendor will maintain a support infrastructure that will support a thirty minute response time by their technical support staff during normal work hours (Monday-Friday, 8am- 6pm EST). Outside of normal work hours, the vendor will provide phone/pager support and will maintain a two-hour response time for technician response (onsite and or remote).

In support of network operations, the vendor will be responsible for day-to-day system administration duties as well as system maintenance/upgrade, configuration management, performance monitoring and reporting (as specifically assigned), security administration (in accordance with NCC and NIST guidelines) and database administration (including but not limited to, archiving, upgrades, consistency checks, table/index maintenance) for all servers and network devices.

The selected vendor will make recommendations and seek formal approval from the PMO for any hardware and/or software changes deemed necessary for to the environment. The NCC is responsible for the maintenance of Internet circuits supporting system external connectivity. In the event of any connectivity issues, the vendor will notify the PMO as well as the EPA's Network Operations Center at the NCC. If required, the vendor will work with NCC staff as well as network providers to resolve any circuit issues affecting system external connectivity.

The vendor will track and report billable hours based on system work.

Subtask 8.2e – Removed

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Subtask 8.2f – Web Application Usability Support

The vendor will provide Web design and Web application usability support for FOIAOnline as directed. FOIAOnline must be evaluated and updated regularly to ensure it meets the needs and expectations of agency stakeholders and the public. The vendor will provide ongoing support and consultation to ensure that the design, layout and organization of the site are intuitive and user friendly. The vendor will rely heavily on research and evidence-based methodologies to guide these efforts. Overall satisfaction with the design and usability will be measured via the American Customer Satisfaction Index and other ad-hoc usability assessments.

Subtask 8.2g – Application Programming Interface (API) and Open Data Support -

The vendor will provide services to develop, support, manage, maintain, and improve upon the program's suite of APIs as directed by the PMO.

Subtask 8.2h. – Documentation of Systems and Procedures

Documentation for this section is for FOIAOnline since they share the same IT platform. Specific reference is required if delineating whether information applies to FOIAOnline. This documentation should include (but not be limited to):

- Installation procedures for all components of the production, test, and training environments
- Backup and recovery procedures for all key systems
- Disaster recovery procedures
- Daily, weekly, monthly, and yearly system monitoring and maintenance task lists
- System outage monitoring and notification procedures
- System and application deployment procedures
- Support contacts and information for all components of the production systems
- Remote access procedures and policies
- Change management procedures and policies
- Administrative roles, responsibilities, and contacts
- Monitoring and Tuning Scripts
- Release notes and user guides
- Certification and Accreditation documentation

Subtask 8.2i. – Monitoring and Reporting - FOIAOnline

The real-time monitoring of the FOIAOnline system and associated components to detect system and component outages, as well as variations in system and component performance, will be in the FOIAOnline reports. In addition, the vendor will maintain and monitor overall uptime, usage, and satisfaction metrics for infrastructure supporting FOIAOnline. The vendor will provide periodic performance reporting to the FOIAOnline PMO. Weekly performance reports will be provided by 4:00pm EST on Mondays for the previous week (Saturday-Friday). Monthly performance reports are due by 4:00pm EST on the 5th of the month for the previous month's performance. Monthly reports will contain summaries for calendar year performance.

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8.3 - Performance Objective Three – Security

Security will be provided by the vendor using firm-fixed pricing.

All components of FOIAonline will be maintained in compliance with NIST current and future Special Publications (SP) 800 series guidance, as well as relevant EPA policies and procedures. The data has been determined to be at the moderate level for the NIST SP 800-53a Rev 4 controls.

The vendor will comply with any and all security requirements as set forth in NIST guidelines. The vendor may be assigned duties in support of the Agency's ongoing efforts to remain in compliance with applicable security requirements. Computer Security Incident Response Capability (CSIRC) alerts will be tracked and updates provided on the status of remedies or patches.

The vendor will support COOP/DR requirements as defined by the Agency.

Application security issues will be addressed by the vendor that is assigned application development responsibility.

8.4 - Performance Objective Four – Development

Development will be provided by the vendor using time and materials pricing.

Subtask 8.4a – New Agency Implementation

For any new FOIAonline partners, the vendor will provide implementation configuration and training.

Subtask 8.4b – System Releases (Enhancements)

Enhancement costs include development projects (system releases) needed to provide agreement upon new system functionality approved by the PMO. The vendor shall maintain all existing software in accordance with NIST guidelines. The vendor will deliver application releases as needed. Following Capability Maturity Model (CMM) standards, IT project management principles and the PMO project milestones for application releases, the vendor shall incorporate the appropriate test plans, performance plans, testing, quality control and community outreach prior to public deployment. Each release shall be accompanied by the appropriate release notice describing the changes incorporated, including installation and deployment information. Each release shall be accompanied by revised system and training documentation as appropriate and agreed upon by the vendor and PMO.

Subtask 8.4c – System Releases (Operations & Maintenance)

Operations & Maintenance costs include maintenance projects (system releases) needed to sustain the IT asset at the current capability and performance levels. The vendor will provide programming maintenance support. The vendor shall maintain all existing software in accordance with NIST guidelines. The vendor will deliver application releases as needed. Following Capability Maturity Model (CMM) standards, IT project management principles and the PMO project milestones for

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application releases, the vendor shall incorporate the appropriate test plans, performance plans, testing, quality control and community outreach prior to public deployment. Each release shall be accompanied by the appropriate release notice describing the changes incorporated, including installation and deployment information. Each release shall be accompanied by revised system and training documentation as appropriate and agreed upon by the vendor and PMO.

The PMO will assign the vendor specific tasks to support the development of system changes/upgrades. The tasking will include vendor requirements to fully verify and validate any system changes prior to integration into the production environment. The vendor will also maintain and update all system documentation related to any and all changes/upgrades. The vendor will not implement any changes/upgrades into the production environment without specific written guidance from the PMO

8.5 -8.7 Reserved.

8.8 - Performance Objective Seven – Business Process Reengineering, Research and

Miscellaneous IT Services (Optional)

Any project or task that comes under this section will be provided by the vendor using time and materials pricing. This task could involve researching, designing, requirements gathering and development work for a new e-Government module, or related system enhancement that would be housed under infrastructure.

On an as needed basis and subject to the approval by the COR, the vendor must be able to identify and analyze common business processes and metadata for possible consolidation and/or standardization across Federal Agencies FOIAOnline or other future systems and sub-systems. Further, on an as needed basis and subject to COR approval, the vendor must be able to identify and assess Federal user needs and the availability of toolsets that can be used by FOIAOnline or other future system users for tasks such as content de-duplication, content and comment analysis, and collaboration. On an as needed basis and subject to PMO approval, the vendor must be able to conduct research, explore innovative tools, conduct pilots, and expand the technical and non-technical (e.g., help desk, training, etc.) infrastructure to provide services, reduce costs, and increase efficiencies.

Although this subtask is not currently within this SOW, the development and ongoing maintenance of the FOIA application may be required at some point in the future. If so, a technical and cost proposal will be requested. Please see RFP instructions in Section B.3.

9. APPLICABLE REQUIREMENTS AND REGULATIONS

- 1) Section 508 Accessibility requirements ([www.section 508.gov](http://www.section508.gov))
- 2) EPEAT compliance for covered asset acquisition requirements (www.epeat.net).
- 3) Capability Maturity Model Integration (CMMI) Level 3 Certification

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- 4) Clinger-Cohen Act of 1996 and associated OMB guidance and directives
- 5) Federal Register Act of 1935
- 6) Administrative Procedures Act of 1946
- 7) Federal Enterprise Architecture and associated guidance and models
- 8) Government Paperwork Elimination Act of 1998 (Pub. L. 105-277)

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ADDENDUM: SUMMARY OF DELIVERABLES

Note: Documentation and deliverables listed below apply to all systems/applications for FOIAonline.			
Items to be delivered	Description of Deliverable	Delivery requirements	Distribution (in addition to COR and Alternate COR)
	Project Management		
Annual Project Plan	Documents fiscal year projects, including scope, schedule and budget baselines and project estimates; planned procurements and purchases; planned resource/staff allocation; and high-level project schedule plan with key milestones.	Yearly based upon Fiscal Year, (Oct 1 of each year)	<ul style="list-style-type: none"> • Program Manager
Annual Budget/Resource Plan	Contains spending by major workstream on contract with contractor hours, system release summary and schedule. To be coordinated with program office prior to the beginning of a fiscal year.	Yearly based upon Fiscal Year, (Oct 1 of each year)	<ul style="list-style-type: none"> • Program Manager • IT Manager • Budget Officer • Release Manager • Security Officer
Risk Management Plan	Contains the project risks and the related mitigation plans; as well as the project opportunities and the related plans.	Yearly (Oct 1 of each year), with updates as required	<ul style="list-style-type: none"> • Program Manager
Quality Assurance and Control Plan	Tracks the quality standards of project deliverables including but not limited to: product testing approach and tools, quality policies, quality checklists, deviations definitions, quality metrics, product defect severity grades, and	Yearly (Oct 1 of each year), with updates as required	<ul style="list-style-type: none"> • Program Manager

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	acceptance criteria.		
Weekly Status Reports	Project and activity status and progress report (includes system statistics as requested by the Program Manager)	COB the day before the scheduled meeting	<ul style="list-style-type: none"> • Program Manager • IT Manager • Budget Officer
Weekly Meeting Notes	Notes from weekly status meetings	Within three (3) business days post the meeting date	<ul style="list-style-type: none"> • Program Manager • Project leads
Asset Management Report	Listing of property (hardware), with name/vendor/asset tag/serial number/maintenance agreement, if applicable. In accordance with FAR 52.245-1.	Quarterly	<ul style="list-style-type: none"> • Program Manager • Budget Officer
Monthly Status Report	Report on overall project performance, progress, Earned Value Management (based on cost and schedule data).	Monthly	<ul style="list-style-type: none"> • Program Manager • IT Manager
Agency Usage Reports	Weekly Reports showing agency usage computed using agreed upon measures (e.g. bandwidth, # of agency documents, # of Agency sessions, # of Agency logins)	Weekly	<ul style="list-style-type: none"> • Program Manager • Project leads
Public Usage Reports	Weekly Reports showing public usage computed using agreed upon measures (e.g. search performance, bandwidth, # of users documents, # of user sessions, # of visits and comments submitted)	Weekly	<ul style="list-style-type: none"> • Program Manager • Project leads
System / Infrastructure Documentation			
Software Licensing Report	Listing of software, with vendor name, renewal schedule, and maintenance agreement, if applicable	Yearly (Oct 1 of each year), with updates as required, following FAR 52.245.-1	<ul style="list-style-type: none"> • Program Manager • IT Manager • Budget Officer

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Functional Requirements Document	The functional requirements document (FRD) is a formal statement of an application's functional requirements.	Updated with each system release	<ul style="list-style-type: none"> IT Manager
Enterprise Architecture Drawings (EA)	Diagrams that show the major users/channels of the system, the other systems it has to interact with, and the major logical functions and data that it must perform or use	As needed to reflect changes, drawings and documents prepared in accordance with EPA EA specifications	<ul style="list-style-type: none"> IT Manager
System operations manual/handbook	Documentation of appropriate administrative, physical and technical controls and procedures incorporated into all applications and modified applications, including daily operations, special operations, troubleshooting, and maintaining a historical record of application changes.	Annually, with updates as needed	<ul style="list-style-type: none"> IT Manager Security Officer
System Release Documentation			
Annual System Release Plan	High-level system release schedule with key milestones	Yearly based upon Fiscal Year, (Oct 1 of each year)	<ul style="list-style-type: none"> Program Manager IT Manager
Annual Test Plan	Describes the scope, approach, resources and schedule of intended test activities, identifying test items, the features to be tested, the testing tasks, who will do each task, degree of tester independence, the test environment, the test design techniques and entry and exit criteria to be used, and risks.	Yearly based upon Fiscal Year, (Oct 1 of each year)	<ul style="list-style-type: none"> Program Manager IT Manager
Release Design Document	Documents system or release item design, and includes reasons and	In accordance with IT project management	<ul style="list-style-type: none"> IT Manager Project Leads /

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	applicable requirements	methodology; format as agreed upon with COR	Release Manager
System Release Notes	Documents system requirements and scope including new features, fixes, and known issues.	With each release; format as agreed upon with COR	<ul style="list-style-type: none"> • IT Manager • Project Leads / Release Manager
Version Release Test Report	Provides a detailed summary of the release test results	With each release	<ul style="list-style-type: none"> • IT Manager • Project Leads / Release Manager
	System Training		
Annual Training Plan	Outlines training objectives, needs, strategy, curriculum, tools, and deliverables.	Yearly based upon Fiscal Year, (Oct 1 of each year)	<ul style="list-style-type: none"> • Program Manager • Training Manager
Training Schedule	Schedule for implementing training including mode, facilities, and staffing resources.	Monthly	<ul style="list-style-type: none"> • Program Manager • Training Manager
System User Guides	Manual(s) on using system functionality for system end-users.	Update with each release	<ul style="list-style-type: none"> • Program Manager • Training Manager
	Security		
Security Plan	System security plan in accordance with EPA and NIST standards	Updated quarterly, maintain FOIAOnline Security Plan in accordance with EPA and NIST Standards	<ul style="list-style-type: none"> • Security Officer
Intrusion Detection	Continuous monitoring per EPA and NIST standards. System scans	Real time/live monitoring and Monthly system scan and findings report, PDF report structure to be determined by	<ul style="list-style-type: none"> • Security Officer

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		PMO/Contractor	
Security (NESSUS) Scan report	Run monthly security scan (NESSUS) and report findings.	Monthly	<ul style="list-style-type: none"> Security Officer
Plan of Actions and Milestones (POAM) updates	New POAMS to be added based on security scan results.	Quarterly	<ul style="list-style-type: none"> Security Officer
Penetration Testing Report	Penetration testing findings, if applicable	Monthly, sync audit schedule with system security plan, PDF report structure to be determined by PMO/Contractor	<ul style="list-style-type: none"> Security Officer
IT Contingency Plan	Outlines plan and procedures for system failure.	Quarterly Review, yearly report, per NIST SP 800-61; Update as need to address significant events.	<ul style="list-style-type: none"> IT Manager Security Officer
Disaster Recovery test and tabletop exercise	Detailed summary of test results and findings.	Yearly, written report using American Institute of CPAs Statements on Auditing Standards	<ul style="list-style-type: none"> IT Manager Security Officer
Threat Reporting	Actions taken if threat to system is discovered.	Immediate report to CSIRC call center	<ul style="list-style-type: none"> Security Officer CSIRC
CSIRC Alert Tracking report	Tracking all security alerts, how they are addressed, and resolution	Monthly	<ul style="list-style-type: none"> Security Officer
Continuity of Support plan	Plan for continuity of operations	Annual	<ul style="list-style-type: none"> IT Manager Security Officer
EPA POAM Tracking and Security Reporting	Maintenance of POAMs in EPA tracking system (XACTA)	Security Task Assignments are made by PMO to	<ul style="list-style-type: none"> Security Officer

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Tool (XACTA)		the Contractors Security Personnel electronically via the XACTA system	
Incident Response Report	Detailed summary of incident event, including cause and resolution.	As Occurs	<ul style="list-style-type: none"> • Program Manager • IT Manager • Security Officer
	Budget		
Budget Planning of Contract Dollars (Two Years in Advance)	Contractor will work with budget officer and IT manager to develop plans for the budget two years in advance; contractor will provide breakdown of budget by line item (with a description of the line item) and contractor FTEs	Annually (First Quarter)	<ul style="list-style-type: none"> • Program Manager • IT Manager • Budget Officer
System Usage Statistics by Agency and SubAgency	Contractor will provide budget officer with a full fiscal year of system usage by Agency (metrics to be agreed upon with budget officer)	Annually (First Quarter)	<ul style="list-style-type: none"> • Budget Officer
Financial Reports (Financial Reports, Invoice Reconciliation)	Includes an invoice by subtask and labor category, with a breakout for the bundled labor rate, and unbilled subcontractor lagging costs. An Excel spreadsheet to accompany invoice with similar information, as well as separate breakouts (contractor FTEs, hours, labor categories) for docket services and FOIA Online work.	Monthly, in a spreadsheet application (such as MS Excel) and PDF	<ul style="list-style-type: none"> • Program Manager • IT Manager • Budget Officer
Earned Value Management Report	To be discussed with budget officer. To include major budget workstreams and	Monthly, or as requested, in format agreed	<ul style="list-style-type: none"> • Program Manager

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	specific breakdown of releases (i.e., for a specific release, planning, development, analysis, and testing figures to be provided). Standard calculations of Schedule Performance Index (SPI) and Cost Performance Index (CPI) to be provided and explanation to program office of deviations from estimated LOE. In accordance with FAR clause 52.234-4.	upon with COR	<ul style="list-style-type: none">• Budget Officer
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**STATEMENT OF WORK
ENVIRONMENTAL PROTECTION AGENCY
eRulemaking Program
System Application and Infrastructure Support**

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STATEMENT OF WORK (SOW)
ENVIRONMENTAL PROTECTION AGENCY
eRulemaking Programs
System Application and Infrastructure Support

1. INTRODUCTION

The General Services Administration (GSA) manages the eRulemaking Program consisting of the following two main IT components:

- The Federal Docket Management System (www.fdms.gov), a web-based application to allow Federal agencies to more effectively manage their regulatory dockets; and
- Regulations.gov (<https://www.regulations.gov>), the public facing website which enables citizens to search, view and comment on regulations issued by the U.S. government.

Specifically, the program is managed out of the eRulemaking Program Management Office (PMO) while the IT components are managed out of GSA IT by the GSA Task Order Contracting Officer's Representative (TOCOR) to be named in the Task Order. **All tasks related to the Oracle Product Suite, Oracle Database Appliances, and Task 8.2.a for Oracle Support will be managed by the EPA TOCOR for E-Rulemaking Licensing. All TOCORs will be named in Section G, clause G.2 of the task order.**

The purpose of this task order is to obtain IT infrastructure, web/application development, operations, maintenance, enhancement, project management, training, and support services for this program and its user communities.

2. BACKGROUND

The eRulemaking Program provides multiple federal partner agencies with a shared electronic service that fulfills requirements in the E-Government Act of 2002 to provide rulemaking dockets and accept public comments electronically. The eRulemaking PMO deployed the Federal Docket Management System (FDMS) in September, 2005.

The FDMS is a web-based application that provides a universal access point for public participation in the Federal regulatory process through the Regulations.gov web site. The FDMS.gov web interface, provides all participating Federal agencies with a customizable interface to manage their docket materials through the use of role-based access controls; workflow and collaboration processes; creating/managing/revising content; comment management; and integrated commercial off-the-shelf (COTS) scanning solutions.

Regulations.gov provides citizens, small businesses, educators, corporations, civic organizations,

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and all levels of government one-stop internet access to view, download, and submit comments on all Federal regulations currently under review. Agencies are required to accept electronic submissions via the website and ensure regulatory dockets are electronically accessible and searchable using Regulations.gov. Since its initial launch, usage of the Regulations.gov web site has grown steadily. In 2013, Regulations.gov received 3.5 million visits and over 575,000 public comments via the webform. Currently, FDMS supports over 9,500 Federal users, representing 175 Federal agencies.

In addition to the aforementioned functions, the eRulemaking program has released application programming interfaces (APIs) that allow web and application developers to incorporate data and services from FDMS into their own sites and applications.

The operation of this Federal IT system will:

- Ensure public access and participation in a high quality, efficient, and open Federal rulemaking process.
- Provide the public with one-stop access to the Federal rulemaking process with supporting docket content and search capabilities.
- Provide the public with the ability to submit their comments online regarding specific rules.
- Provide Federal agencies with a common comprehensive docket management service.
- Provide Federal partners, private organizations, and the public with online access to the data and services hosted by FDMS through the system's APIs.
- Provide FDMS.Gov, Regulations.Gov web server availability of at least 99.5% or greater via Internet access.
- Provide Federal agencies with a system utilizing secure login and role-based access controls, configurable workflow management, and compliance with electronic records management (meeting the DOD 5015.2 standard) requirements.
- Provide a system that supports and maintains digital documents.
- Meet Section 508 accessibility requirements for the FDMS.gov, Regulations.gov online websites.
- Meet Federal privacy and security requirements.

In order to maintain and improve upon operations, the vendor must be able to demonstrate their ability to build, maintain, and optimize the infrastructure, custom software, and COTS packages listed in section 8.2 of this SOW that support the eRulemaking Program.

3. PROGRAM GOALS AND OBJECTIVES

3.1 Program Goals

A primary goal of the eRulemaking Program is to eliminate redundant and duplicative IT systems in the Federal rulemaking process. This has been achieved and the public currently enjoys

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standardized, enhanced access and increased participation in the regulatory process while the Partner Agencies are able to more easily provide transparency in their regulatory development.

Through the use of information technology, the eRulemaking Program seeks to:

- Improve the quality of Federal rulemaking decisions by streamlining and improving the efficiency of the rulemaking process;
- Provide user-friendly Internet interfaces to promote ease of public access to Federal information resources to support maximum participation in the eRulemaking process; and
- Provide readily accessible information that assists the public in accessing and reviewing Federal information.

3.2 Operational Objectives

The eRulemaking Program will achieve strategic IT performance goals through a range of activities including, but not limited to, system reporting, input from Federal system users and technology improvements.

- System availability: minimum of 99.5% availability based on total monthly time available divided by total time in month (scheduled maintenance downtime and outage time resulting from force majeure subtracted from monthly calculation)
- Meet system reporting metrics, including trouble reporting and system performance reports, system updates consisting of enhancements and bug fixes are regularly implemented
- Achieve Regulations.gov Satisfaction Score of 70 based on the American Customer Satisfaction Index (ACSI) for Regulations.gov. The customer satisfaction surveys determine customer satisfaction based upon the functionality of the website, its navigability, its search capabilities, and site performance, among other criteria.
- Releases: Attain zero error-based “pull backs” on releases
- Mission and Business Results: 100% of Federal rulemakings are posted in www.regulations.gov / FDMS for public access, downloading, printing, bookmarking, and commenting
- Help Desk: 100% ticket resolution rate (see Section 8.6)
- Timeliness of financial and project reporting

3.3 TRANSITION SUPPORT

The contractor shall ensure a smooth transfer of knowledge and uninterrupted system operation during the transition period.

4. FOUNDATIONS

- The eRulemaking program supports an architecture that is scalable, resilient, flexible, and that supports the integrity of its data. In the spirit of an open and transparent government the eRulemaking program provides a publicly accessible platform that fosters participation.

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Additionally, the program promotes collaboration among and between its two defined user groups, the government and public users.

- These two main functions of the system support both the E-Government Act of 2002 and the Clinger-Cohen Act of 1996 with the goal of providing a publicly-accessible platform that serves as a convenient portal to allow greater input (both Federal and Public) and add efficiency and effectiveness to the rulemaking process.

eRulemaking is in alignment with:

- The Economy Act (31 U.S.C. §1535, 1536)
- The Freedom of Information Act (5 U.S.C. § 552. as amended by P.L. 104-231. 110 Stat. 3048)
- Memorandum for the Heads of Executive Departments and Agencies: Open Government Directive, M10-06 (December 8, 2009)

5. PURPOSE / TASK ORDER OBJECTIVES

The purpose of this task order is to define and obtain a full range of IT services, including but not limited to, programming, help desk, training, troubleshooting and hardware and software administration for the eRulemaking application and supporting infrastructure.

The ultimate objective of this work effort is to provide technology portals, accessible via the Internet, available to both public and government users, that are intuitive to use and that are fully functional and support the eRulemaking Program.

Additional efforts with respect to programming support as well as other efforts as defined by the government may be advertised and awarded separately.

5.1 Scope

This task order is written to provide continued ongoing support of the eRulemaking Program. It includes all aspects of operation, including analysis, hardware infrastructure support, software maintenance and development, help desk and training as well as system and database administration. The vendor will provide staff to fully support the detailed operations specified in the performance objectives (see Section 8).

This Federal IT system provides a common platform available to all government agencies in the support of the Federal rulemaking, recordkeeping and processes. GSA manages the eRulemaking program and IT systems while EPA is the hosting partner for this effort.

The vendor is expected to provide staffing to fully support the requirements specified in the functional and technical requirements provided in the Quality Assurance Surveillance Activity Plan (Attachment 2). With the Contracting Officer's Representative (COR) approval, the vendor is encouraged to augment and or enhance any area in which additional and or modified support can improve system operation performance in a cost-effective manner.

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The proposal/task order will support two main contractual goals:

1. The ongoing operational support of the eRulemaking program, including hardware infrastructure, help desk, troubleshooting and maintenance, and software and database administration.
2. The analysis, design, development and implementation of system enhancements to ensure continued program operation in support of the objectives and goals of the eRulemaking program is described in Section 3.1.

6. PLACE OF PERFORMANCE

The production environment for the eRulemaking program is located at the EPA National Computer Center in Research Triangle Park, North Carolina. The PMO for the eRulemaking Program is located at the GSA Headquarters in Washington, DC. The Federal agencies that utilize the eRulemaking is located throughout the United States along with a limited international presence.

A Continuity of Operations Plan (COOP)/Disaster Recovery (DR) site supporting eRulemaking as specified in the requirements set forth in Section 8.2, is required to support the continued program operations in the event of prolonged outages at the primary site in Research Triangle Park. The COOP/DR site can be hosted at a site approved by the Government. Additionally, the COOP/DR site may be used in support of system back-up operations.

The majority of the work can be performed offsite, although some contractor presence will be required at the EPA National Computing Center in Research Triangle Park, NC, to provide infrastructure support.

7. CONTRACT TYPE

This is a hybrid contract with a combination of Time and Materials (T&M), Firm-Fixed Pricing (FFP) and Cost Reimbursement. Each subtask listed in Section 8 references the type of pricing that will be used.

8. PERFORMANCE OBJECTIVES

8.1 Performance Objective One – Program/Project/Technical Management and Communications

Program/Project/Technical Management and Communications will be provided by the vendor using time and materials pricing.

Subtask 8.1a - Program Management

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The vendor will be responsible to perform the technical and functional activities at the task order level needed for the program management of activities under this work statement. The vendor shall provide centralized administrative, clerical, documentation, and other related functions as assigned. The vendor program manager is assigned responsibility for eRulemaking program assistance. The program manager shall be responsible for program management for the work effort, shall be designated as Key Personnel, and his or her resume shall be submitted with the vendor's proposal.

The vendor shall provide reporting and billing for eRulemaking activities to the COR. These reports and invoices must be fully separate from any Contractor work for other systems managed by EPA or the General Services Administration (GSA).

Subtask 8.1b - Project Management

Subtask 8.1b.1 - The vendor shall appoint a project manager (PM) to work with the GSA TOCOR to resolve issues, convey information, determine the problem levels as they arise, and agree upon methods of correction and escalation of issues. The project manager, responsible for project management for the entire project, shall be designated as Key Personnel, and his or her resume shall be submitted with the vendor's proposal for this task order. The vendor will provide administrative, technical, and program management support as necessary to perform the assigned work.

The vendor will attend meetings to receive management and technical information and will brief participants as necessary on topics related to this task order as requested by the Government. Vendor travel may at times be required in order to complete project tasking. Any vendor travel with respect to this SOW must receive the prior approval for the government COR.

The vendor will monitor key tasks to ensure due dates (schedule) are met and performed within the cost limitations of the contract. The vendor will provide updates to the GSATOCOR, with problems being communicated in writing and in a timely manner. The vendor will ensure staffing issues are dealt with in a timely manner and workload is monitored on a regular basis.

Weekly Meetings. GSA will hold weekly status meetings (in person or via teleconference, video, or web meeting as appropriate) with the vendor's project manager (and any additional project leads as appropriate) to discuss issues and progress based on the project plan. These reviews will briefly address the financial status of this project as well as any outstanding problems and issues and the nature and status of their resolutions. The vendor will be responsible for preparing and providing the meeting agenda by COB the day before the scheduled meeting. The vendor will also be responsible for producing the minutes of each meeting in an electronic format (e.g. Microsoft Word) within 3 business days after the meeting. Weekly progress meetings will be held at an agreed upon standing time, to the extent possible. The GSA TOCOR will determine how often face-to-face meetings will be conducted.

Weekly Progress Reports. The vendor will provide weekly progress reports in accordance with EPAAR 1552.211-72. These reports will be provided using Microsoft Word software. In addition,

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the vendor will provide a monthly status report, which will include performance-based management, earned value (per GSA's reporting requirements), milestones, costs, and task management. These reports will be in electronic format as approved by the COR along with the monthly invoice within two weeks of the end of the month. (See Attachment 2: Quality Assurance Surveillance Activity Plan)

Agency Usage Reports. Weekly Reports showing agency usage computed using agreed upon measures (e.g. bandwidth, # of agency documents, # of Agency sessions, # of Agency logins) will be provided in a mutually agreed upon electronic format to GSA by COB of the day prior to the weekly status meeting with the vendor. Yearly Reports showing agency usage will also be required using agreed upon measures (e.g. # of site uploads, # of rules/proposed rules, # of comments posted to Regulations.gov) and will be provided in a mutually agreed upon electronic format to GSA forty-five days after the close of the fiscal year.

Public Usage Reports. Quarterly Reports showing public usage computed using agreed upon measures (e.g. search performance, bandwidth, # of users documents, # of user sessions, # of visits and comments submitted) will be provided in a mutually agreed upon electronic format to GSA by COB the day prior to the weekly status meeting with the vendor.

Subtask 8.1b.2 - The vendor's project manager will work through the primary COR to resolve issues, convey information, determine the problem levels as they arise, and agree upon methods of correction and escalation of issues. Project Management responsibilities and reporting will include any and all activities associated with hardware support, operating systems and application patch management. Reporting requirements should include any and all eRulemaking reports that apply to areas that have been defined as vendor responsible within this SOW and or under any additional tasking.

Subtask 8.1c – Technical Management

The vendor shall appoint a technical manager to oversee software releases of the public facing website, www.regulations.gov, in addition to the back end system for Agency users, the Federal Docket Management System. The technical manager will work closely with the software developers, analysts, and testers to ensure that releases stay within their planned scope, schedule, and cost, and will strive to attain one of the program's operational objective of attaining zero error-based "pull backs" on releases. A "pull back" is when a coding error is detected after the release's deployment, causing the developers to shut down the release and revert to the prior version while investigation is done on the error. All releases will be tracked through a project tracking system, and updates will be communicated to the government on a weekly basis. The government project manager will be notified at the earliest opportunity of any delays or issues. The technical manager shall be designated as Key Personnel, and his or her resume shall be submitted with the vendor's proposal for this task order.

Subtask 8.1d – OMB Exhibit 300 Support

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The eRulemaking components of the system are a major IT investment with an Exhibit 300 reporting requirement to the Office of Management and Budget (OMB). The Exhibit 300 is the budget justification and reporting document that is required by OMB for major IT investments. This report details the amount spent on the development of new capabilities, as well as the amount spent in support of operations and maintenance activities. Each year, the eRulemaking PMO prepares the Capital Planning and Investment Control (CPIC) Exhibit 300 for the eRulemaking investment (the budget year is two years in advance of the current fiscal year). The vendor is required to use an Earned Value Management System to manage all development/ modernization/ enhancement (DME) and operations and maintenance (O&M) work. Earned Value Management (EVM) is a project management technique for requiring project performance and progress. In a single integrated system, EVM is able to provide accurate forecasts of project performance problems that arise from deviations in scope, schedule, and cost. The vendor will assist the GSA TOCOR in identifying projects and activities that fall under the scope of development/enhancements and create charge codes for the employee labor hours (that fall under those DME activities) so that they can be tracked easily by cost and schedule. The vendor will also support risk management and operational metrics reporting, and any additional documentation as required.

Deliverables:

- Weekly Progress Report – Weekly
- Agency Usage Report – Weekly/Annually
- Public Usage Report – Weekly/Annually

8.2 - Performance Objective Two – Operations and Maintenance

Operations and maintenance will be provided by the vendor using time and materials pricing.

“FDMS System” is used to refer to the hardware and software that runs the Federal Docket Management System, and Regulations.gov. The vendor will track and report billable hours based on system worked.

The technical manager, responsible for the technical operation of this project, will be designated as Key Personnel, and their resume shall be submitted with the vendors’ proposal for this task order. The vendor’s solution will comply with the requirements as contained in the FDMS system documentation listed below. In addition, the vendor, as directed by the GSA TOCOR, will be responsible for the operations and maintenance of the network infrastructure supporting FDMS. Additionally, the vendor will provide support for the versioning, release, and security upgrades for FDMS operation. As directed by the GSA TOCOR, the vendor will support Change Control Boards (CCB) and various subcommittees in the on-going support of FDMS. Additionally, the vendor will conduct analysis and review of program operations to provide enhancement recommendations supporting the continued process improvement of system operations. The vendor shall provide documentation that meets government standards as defined by the National Institute of Standards and Technology (NIST) that will allow for informed decisions based on the information provided.

In order to maintain consistency of the operations, the vendor must be able to demonstrate their

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ability to effectively develop, maintain, and integrate software and hardware packages, including but not limited to:

- Oracle Product Suite – Application Server, J2EE development, identity management environment and database collaboration suite
- JQuery
- Spring
- EMC Documentum Product Suite – Document/Content management and storage environment, Records Management, and Document Transformation Services
- Captiva InputAccel and the KOFAX Image Conversion Environment – The FDMS scanning system is configured and can be customized to accept scanned documents from Federal customers running KOFAX Ascent Capture and InputAccel to support electronic conversion of hardcopy document conversion (scanning, metadata and Optical Character Recognition (OCR) processes)
- Server platforms such as Windows Server 2003/2008/2012, RedHat Linux, Sun Solaris Unix Servers, Dell and HP server hardware,
- VMware virtualization technologies
- Netapp storage platforms
- Oracle Database Appliances (X4 and X5)
- Cisco networking devices
- Endeca – Search engine
- Kemp Technologies Load Balancers
- Google Web Toolkit – User interface and library modules
- Google Analytics – website monitoring and reporting
- Adobe Flex – User interface and library modules
- Content Analyst Analytical Technology (CAAT) – suite of text analytics technology
- JBoss Application Server
- MetaScan 8 Antivirus – virus scan on uploaded files
- RSA SecurID two factor authentication – secure access to program infrastructure
- Metascan virus scanning software
- CimTrak – system administration/audit software
- ManageEngine AppManager – system monitoring
- JIRA – Issue tracking and help desk ticketing system
- Subversion – code repository
- Quality Center – test scripts
- Coldfusion

Subtask 8.2a – Database Administration and Oracle Support

The vendor will be responsible for all aspects of FDMS database administration to ensure continued successful operation of services. These responsibilities will include but not be limited to: daily database administration, the collection and analysis of log files (system, error etc.), mass storage management, monitoring of system performance and regular reporting on these activities as defined by GSA instruction. Additionally, the vendor will be responsible for system fault management. The

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vendor will provide maintenance support Monday – Friday 6am-8pm EST. Outside of these support hours, the vendor will provide call-in support with technicians available with 2-hour notice.

Subtask 8.2b – EMC Content Management Suite and Records Manager Support (or software solution to be selected)

The EMC Content Management Software requires system configuration and maintenance services. These services include but are not limited to: maintaining all log files; maintaining the Documentum Content Services to provide the maximum availability and response time with cost efficiency; monitoring and tuning scripts; providing fault management including 24/7 emergency response; providing data control; and providing proper documentation of all activities. The EMC Content Management Software will require regular patches and upgrades and application design reviews will result in development recommendations.

Subtask 8.2c – Miscellaneous Software Support

In addition to Oracle and Documentum, the FDMS is supported by a number of hardware and software platforms (see section 8.2). Each of these platforms requires configuration and maintenance, log files, configuration support, monitoring and tuning scripts, fault management including 24/7 emergency response, data control and appropriate documentation. The vendor shall provide appropriate upgrades and application design reviews that will result in recommendations for improvements and the implementation of changes to this suite of supporting platforms and applications.

During the term of this contract, the GSA TOCOR intends to direct the vendor to perform an analysis of the software and hardware platforms to investigate possible alternative solutions that may be better suited in supporting program operations. The vendor will track and report billable hours based on system work.

Subtask 8.2d–Infrastructure Support

The system is maintained on an independent network infrastructure within the datacenter at the National Computing Center (NCC) in Research Triangle Park, NC, where the production and test/development environments are hosted. Networking operations may be managed locally as well as remotely. The vendor will maintain a support infrastructure that will support a 30 minute response time by their technical support staff during normal work hours (Monday-Friday, 8am- 6pm EST). Outside of normal work hours the vendor will provide phone/pager support and will maintain a 2-hour response time for technician response (onsite and or remote).

In support of network operations, the vendor will be responsible for day-to-day system administration duties as well as system maintenance/upgrade, configuration management, performance monitoring and reporting (as specifically assigned), security administration (in accordance with NCC and NIST guidelines) and database administration (including but not limited to, archiving, upgrades, consistency checks, table/index maintenance) for all FDMS servers and network devices.

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The selected vendor will make recommendations and seek formal approval from the GSA TOCOR for any hardware and/or software changes deemed necessary for to the FDMS environment. The NCC is responsible for the maintenance of Internet circuits supporting system external connectivity. In the event of any connectivity issues, the vendor will notify GSA as well as the EPA's Network Operations Center at the NCC. If required, the vendor will work with NCC staff as well as network providers to resolve any circuit issues affecting system external connectivity.

The vendor will track and report billable hours based on system work.

Subtask 8.2e –Removed

Subtask 8.2f– Web Application Usability Support - eRulemaking

The vendor will provide Web design and Web application usability support for FDMS (FDMS.gov and Regulations.gov) as directed. FDMS must be evaluated and updated regularly to ensure it meets the needs and expectations of agency stakeholders and the public. The vendor will provide ongoing support and consultation to ensure that the design, layout and organization of the site are intuitive and user friendly. The vendor will rely heavily on research and evidence-based methodologies to guide these efforts. Overall satisfaction with the design and usability of Regulations.gov will be measured via the American Customer Satisfaction Index and other ad-hoc usability assessments.

Subtask 8.2g – Application Programming Interface (API) and Open Data Support - eRulemaking

The vendor will provide services to support, manage, maintain, and improve upon the program's suite of API's as directed by the GSA TOCOR. In addition, as directed by the GSA TOCOR, the vendor shall provide support to ensure the FDMS supports downstream information processing and dissemination activities. This includes using machine-readable and open formats, data standards, and common core and extensible metadata for all new information creation and collection efforts.

Subtask 8.2h – Documentation of Systems and Procedures for eRulemaking

The vendor will document, update, and maintain documentation and procedures for the FDMS system as approved by the COR. This documentation should include (but not be limited to):

- Installation procedures for all components of the production, test, and training environments
- Backup and recovery procedures for all key systems
- Disaster recovery procedures
- Daily, weekly, monthly, and yearly system monitoring and maintenance task lists
- System outage monitoring and notification procedures
- System and application deployment procedures
- Support contacts and information for all components of the production systems
- Support Agency remote access procedures and policies
- Implementing of change management procedures and policies
- System administrative roles and responsibilities
- Monitoring and Tuning Scripts

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- Release notes and user guides
- Certification and Accreditation documentation

Subtask 8.2i – Monitoring and Reporting - eRulemaking

The vendor will conduct real-time monitoring of the FDMS and its production and training components to detect system and component outages, as well as variations in system and component performance. In addition, the vendor will maintain and monitor overall uptime, usage, and satisfaction metrics for FDMS and regulations.gov. The vendor will provide periodic performance reporting to GSA. Weekly performance reports will be provided by 4:00pm EST on Mondays for the previous week (Saturday-Friday). Monthly performance reports are due by 4:00pm EST on the 5th of the month for the previous month's performance. Monthly reports will contain summaries for calendar year performance.

8.3 - Performance Objective Three – Security

Security will be provided by the vendor using firm-fixed pricing for the security tasks listed and referenced below.

All components of FDMS will be maintained in compliance with NIST current and future Special Publications (SP) 800 series guidance, as well as relevant GSA policies, procedures, and federal laws and mandates. The data has been determined to be at the moderate level for the NIST SP 800-53a Rev 4 controls.

Refer to Attachment 2 “IT Security Procedural Guide: Security and Privacy Requirements for IT Acquisition Efforts”, Sections 2.2-2.7 for specific GSA security and privacy requirements. The vendor shall meet and maintain the system in accordance with Sections 2.2-2.7.

The vendor will support COOP/Disaster Recovery requirements as defined by GSA.

8.4 - Performance Objective Four – Development

Development will be provided by the vendor using time and materials pricing.

Subtask 8.4a – New Agency Implementation - eRulemaking

For any new eRulemaking partners, the vendor will provide implementation configuration and training to support entities that publish documents in the Federal Register. As part of this support, the vendor will:

- Create and maintain a simplified standard FDMS configuration for non-implemented entities;
- Create a process to apply a standard configuration to non-implemented entities immediately upon publishing or prior to if advance notification is provided;

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- Create a communication package for FDMS instructions and procedural activities to the publishing entity regarding steps they need to take to use FDMS to create and manage an electronic docket; and
- Provide an option for performing limited docket/document processing functions to support one-time publishing entity assistance.
- Develop an implementation schedule for “to be” implemented agencies that includes review and agreement between GSA and the “to be” agency,
- Provide training to agencies scheduled to be implemented,
- Develop and implement agency configuration choices, and
- Support data mapping and data migration, using database scripts

Subtask 8.4b – System Releases (Enhancements) - eRulemaking

Development, Modernization and Enhancement (DME) refers to costs for projects and activities leading to new IT assets/systems and projects and activities that change or modify existing IT assets to substantially improve capability or performance, implement legislative or regulatory requirements, or meet an agency leadership request. When requested by the GSA TOCOR, the vendor will conduct requirements analysis to investigate possible changes/enhancements that may be needed to improve the public-facing site, www.regulations.gov, and the back-end system, FDMS. The analysis will contain recommendations as to whether changes/enhancements are necessary based on cost and or benefit. Any changes/enhancements will be approved by the TOCOR (and concurrence from the Configuration Change Board, a committee made up of eRulemaking partner agencies that make decisions regarding whether or not proposed changes to Regulations.gov/FDMS should be implemented) and specifically tasked by the TOCOR prior to implementation in the production environment. The vendor will update all applicable documentation when any changes to the production system are made.

The eRulemaking program deploys one or two new development releases each year. The typical LOE for these releases (combined) is about 2,000 hours per year.

Subtask 8.4c – System Releases (Operations & Maintenance) - eRulemaking

Operations & Maintenance costs include maintenance projects (system releases) needed to sustain the IT asset at the current capability and performance levels. The vendor will provide programming maintenance support. The vendor shall maintain all existing software in accordance with NIST guidelines. The vendor will deliver application releases as needed. Following Capability Maturity Model (CMM) standards, IT project management principles and GSA project milestones for application releases, the vendor shall incorporate the appropriate test plans, performance plans, testing, quality control and community outreach prior to public deployment. Each release shall be accompanied by the appropriate release notice describing the changes incorporated, including installation and deployment information. Each release shall be accompanied by revised system and training documentation as appropriate and agreed upon by the vendor and the GSA TOCOR.

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The GSA TOCOR will assign the vendor specific tasks to support the development of system changes/upgrades. The tasking will include vendor requirements to fully verify and validate any system changes prior to integration into the production environment. The vendor will also maintain and update all system documentation related to any and all changes/upgrades. The vendor will not implement any changes/upgrades into the production environment without specific written guidance from the GSA TOCOR.

The eRulemaking program deploys several releases each year. The typical release schedule each year may include two large releases (approximately 4,500 LOE (Level of Effort)/contractor hours per large release), two medium releases (approximately 2,750 LOE/contractor hours per medium release), and four small releases (approximately 1,500 LOE/contractor hours per small release).

8.5 - Performance Objective Five – Training

eRulemaking Training will be provided by the vendor using firm-fixed pricing.

The vendor will provide training for current and new users of FDMS as directed by the GSA TOCOR. The vendor will provide training for all agency roles in FDMS (agency administrators, docket managers, docket staff, rule writers, and agency viewers). The vendor will hold approximately three regularly scheduled trainings each month; the content of the training, and the training dates and locations will be coordinated with the GSA TOCOR. The vendor will provide training in a classroom format or via a webcast as directed by the GSA TOCOR. Occasionally training may also extend to include public users on the Regulations.gov website. In addition, the vendor will hold approximately 1-2 Agency specific training each month. The GSA TOCOR will coordinate with the vendor on these Agency requested trainings after confirming the content of the trainings and the proposed dates with the Agencies that request the trainings. All classroom trainings will be held locally. Trainings will be held at either the vendor site or at the Agency requesting training.

As part of the training support, the vendor will:

- Develop training plans and activities;
- Track and report training activities;
- Tailor existing course material used for training to the audience;
- Keep training course material and training schedules updated and current;
- Provide briefings at conferences;
- Provide training as needed to end users of FDMS, and
- Provide training as needed to end users of Regulations.gov.

8.6 - Performance Objective Six – Helpdesk

eRulemaking Helpdesk support will be provided by the vendor using firm-fixed pricing.

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The vendor will provide Tier I, Tier II, and Tier III FDMS Help Desk support to Federal agency employees who use FDMS and to members of the public using the Regulations.gov website. Tier I support refers to the basic level of customer support. The customer representative is a generalist with a broad understanding of FDMS but may not understand the inner workings of the system. Tier II support involves technical knowledge and the desk is staffed by more experienced technicians who have strong exposure to troubleshooting. Tier III support is a very specialized job provided by the specialists who are usually involved in the product development. Among these specialists are included the vendor's team of software developers, as well as outside hardware and software vendors that provide support for the Government-Furnished equipment. On a historical basis, the helpdesk has responded to an average of 600 tickets on a monthly basis (includes all tier levels). The FDMS Help Desk will be available Monday through Friday from 9:00 am to 5:00 pm EST. The Help Desk will be reachable via the web and/or phone with back-up voice mail available.

The vendor selected for this effort will be expected to resolve Tier 1 tickets on the same day that those tickets were reported. For tickets reported after 3 p.m., those tickets will need to be resolved by 11 a.m. on the following business day. For tickets elevated to the Tier II level, the government expects that those tickets be closed within 48 hours of when the tickets were reported. For tickets elevated to the Tier III level, the vendor will need to notify the government on the progress of the tickets. Those issues may involve decision making on behalf of the government program office.

In addition, the vendor will maintain a tracking system to record all Help Desk trouble tickets, Application defects, Change Requests and Discrepancy Reports, and determine proposed solutions and estimated levels of effort required for the implementation of each defect, change, or discrepancy request to the GSA TOCOR and the appropriate FDMS committee such as:

- FDMS Change Control Board (CCB) and its sub-committees;
- Other subcommittees
- eRulemaking Governance Boards.

The government anticipates that the selected vendor will assume operations and maintenance of its existing helpdesk ticketing system. If the vendor wishes to utilize a different system, the vendor will need to prepare a proposal on the merits of the alternative system and provide a cost-benefit analysis to the government program office. The government will make a decision based upon that analysis. The helpdesk will monitor incoming tickets for patterns that may suggest widespread issues or defects with FDMS, regulations.gov, or their supporting infrastructure and applications. The vendor will provide weekly reporting for all Help Desk/trouble ticket activity. Outage and/or serious issues will be immediately reported to the appropriate technical team via both voice and email. Serious issues will be considered any issue that has significant impact with public visibility/availability, any issue that has significant effect of system performance and or any issue that affects the integrity of the system.

8.7 - Performance Objective Seven - Client Data Processing Services (Optional)

Client data processing services will be provided by the vendor using time and materials pricing.

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On an as needed basis and subject to the GSA TOCOR approval, the contractor will support docket center enhanced processing services for both FDMS agency users and non-partner agencies. This is a separate service offered to agencies. In the case of non-partner agencies, this may occur when entities that infrequently publish rules would like to take advantage of the docket management services on a limited basis.

In other instances, more extensive docket center processing services may necessitate additional services to be funded by partner agencies. Historically, this has included two mid-sized agencies, but there is a potential for this service to be expanded to other interested agencies. In these instances, the specific services to be provided will be agreed to and provided on a case by case basis through individual service level agreements (SLAs) between partner agencies and the eRulemaking program Docket Services. The SLAs shall define the relationship between eRulemaking Docket Services and the partner/non-partner agency. The purpose is to foster a mutually beneficial, ongoing partnership between the parties. In FY 2014, close to 20,000 comments were processed; in addition, close to 20,000 documents were posted into an appropriate docket by the docket staff.

Each SLA shall be divided into two parts: (1) the Master Agreement and (2) the Service Addendums.

1. The Master Agreement will spell out general terms of the agreement. There is one Master Agreement between eRulemaking Docket Services and the partner/non-partner agency.
2. The Service Addendums enumerate services that the partner/non-partner agency has contracted for and provide the mechanism to manage the provision of those services. Specifically, the addendum includes the following:
 - Portfolio of Services – includes description of services to be provided to the partner/non-partner agency by eRulemaking Docket Services and contact information for that service
 - Metrics and Targets – what performance measures will be tracked
 - partner/non-partner agency Requirements – Specific information that the partner/non-partner agency needs to provide before the service can be delivered

eRulemaking Docket Services will provide the services described in each of the Addendums under the section Service Delivery Model. The Addendums are customized to reflect the services provided to the partner/non-partner agency. The partner/non-partner agency acknowledges that in order for eRulemaking Docket Services to perform the Services designated in the Addendums, the partner/non-partner agency must make certain personnel, data or other resources available to eRulemaking Docket Services.

Standard services provided by eRulemaking Docket Services include working with the partner/non-partner, but are not limited to the following:

- FDMS docket creation and management, including

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- Monitoring FDMS.gov and or Regulations.gov for new Federal Register (FR) documents
- Create new docket as appropriate or move FR document to appropriate docket
- Upload related documents such as supporting and related materials and public submissions
- Review and update metadata for spelling and grammar
- Establishing, implementing, and maintain scanning solutions for partner agencies
- Coordinating document pick-up and deliveries
- Scanning processes (docket center scanners to be hosted at the vendor location)
 - For high volume paper document processing, the eRulemaking Program supports two scanning software system: Captiva InputAccel and KOFAX Imaging Conversion.
 - For low volume paper document processing, the recommended solution is using Adobe Acrobat to create searchable PDF files for uploading to FDMS
- Public comment processing, including
 - High volume public submission processing received outside of the Regulations.gov public comment process (e.g., e-mail comments, paper comments received via mail or fax)
 - Categorizing public comment and submission documents into duplicate/identical similar categories
 - Additional comment management activities as requested by partner agency.

METRICS AND TARGETS

Service	Measure	Target Level	Frequency of Performance Evaluation
FR Document Posting*	Within 2 business hours from the time FDMS receives the FR document from the FR feed	100%	Daily (Business Day)
Public Comments**	Before 4:30 p.m., same day of receipt	100%	Daily (Business Day)
– Indexing Processing	Documents/Day	100%	Daily (Business Day)
– Scanning Processing	Images/Day		Daily (Business Day)
– Scanning Quality	Quality		Daily (Business Day)
Public Comments (100<x<1000)	Within 48 hours of receipt	100%	Daily (Business Day)
Public Comments (1000<x<5000)	Within 60 hours of receipt	100%	Daily (Business Day)

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Public Comments (5000<x<10000 request)	Within 72 hours of receipt	100%	Daily (Business Day)
Public Comments > 10000	Agreement with Service Provider and COR necessary	TBD	TBD
Public Comments (Emergency Post)	Within same business day	100%	Daily (Business Day)
Docket Creation/ Document Management***	Within same business day	100%	Daily (Business Day)
Docket/Document Removal	Within same business day	100%	Daily (Business Day)
Docket Report	10 th of every month	100%	Monthly (Business Days)
Summary Report	10 th of every month	100%	Monthly (Business Days)
FDMS O&M Scanning Support	Respond within 24 hours	100%	As needed (Business Days)

*Daily feed from the Office of Federal Register commonly displays FR documents on Regulations.gov between 9:00 a.m. – noon daily. Accordingly, FR documents will be processed within 2 business hours from the time FDMS receives the FR document from the FR feed.

**Public Comments, not exceeding 100, will be processed before 4:30 p.m. daily.

***Requests received before noon for Docket Creation/Document management will be process within same business day.

8.8 - Performance Objective Eight – Business Process Reengineering, Research and

Miscellaneous IT Services (Optional)

Any project or task that comes under this section will be provided by the vendor using time and materials pricing. This task could involve researching, designing, requirements gathering and development work for a new e-Government module, or related system enhancement that would be housed under the eRulemaking infrastructure.

On an as needed basis and subject to the approval by the COR, the vendor must be able to identify and analyze common business processes and metadata for possible consolidation and/or standardization across Federal Agencies for FDMS or other future systems and sub-systems. Further, on an as needed basis and subject to COR approval, the vendor must be able to identify and assess Federal user needs and the availability of toolsets that can be used by FDMS or other future system users for tasks such as content de-duplication, content and comment analysis, and collaboration. On an as needed basis and subject to the GSA TOCOR approval, the vendor must be able to conduct research, explore innovative tools, conduct pilots, and expand the technical and non-technical (e.g., help desk, training, etc.) eRulemaking Program infrastructure to provide services,

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reduce costs, and increase efficiencies.

Although this subtask is not currently within this SOW, the development and ongoing maintenance of application may be required at some point in the future. If so, a technical and cost proposal will be requested. Please see RFP instructions in Section B.3.

9. APPLICABLE REQUIREMENTS AND REGULATIONS

- 1) Section 508 Accessibility requirements ([www.section 508.gov](http://www.section508.gov))
- 2) EPEAT compliance for covered asset acquisition requirements (www.epeat.net).
- 3) Capability Maturity Model Integration (CMMI) Level 3 Certification
- 4) E-Gov Act of 2002 and associated OMB guidance and directives
- 5) Clinger-Cohen Act of 1996 and associated OMB guidance and directives
- 6) Federal Register Act of 1935
- 7) Administrative Procedures Act of 1946
- 8) Federal Enterprise Architecture and associated guidance and models
- 9) Certified Professional Oracle Database Administrator
- 10) Appropriate Network Cisco Certification
- 11) Certified EMC Content Server Specialist
- 12) Certified EMC Content Applications Specialist
- 13) Level 1 Preferred Vender status for EMC, Oracle, Sun, and Microsoft
- 14) Government Paperwork Elimination Act of 1998 (Pub. L. 105-277)

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ADDENDUM: SUMMARY OF DELIVERABLES

Note: Documentation and deliverables listed below apply to all systems/applications operating under the FDMS Application & Infrastructure Support Contract.			
Items to be delivered	Description of Deliverable	Delivery requirements	Distribution (in addition to the GSA TOCOR and Alternate TOCOR)
	Project Management		
Annual Project Plan	Documents fiscal year projects, including scope, schedule and budget baselines and project estimates; planned procurements and purchases; planned resource/staff allocation; and high-level project schedule plan with key milestones.	Yearly based upon Fiscal Year, (Oct 1 of each year)	<ul style="list-style-type: none">● Program Manager
Annual Budget/Resource Plan	Contains spending by major workstream on contract with contractor hours, system release summary and schedule. To be coordinated with program office prior to the beginning of a fiscal year.	Yearly based upon Fiscal Year, (Oct 1 of each year)	<ul style="list-style-type: none">● Program Manager● IT Manager● Budget Officer● Release Manager● Security Officer
Risk Management Plan	Contains the project risks and the related mitigation plans; as well as the project opportunities and the related plans.	Yearly (Oct 1 of each year), with updates as required	<ul style="list-style-type: none">● Program Manager
Quality Assurance and Control Plan	Tracks the quality standards of project deliverables including but not limited to: product testing approach and tools, quality policies, quality checklists, deviations definitions, quality metrics, product	Yearly (Oct 1 of each year), with updates as required	<ul style="list-style-type: none">● Program Manager

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	defect severity grades, and acceptance criteria.		
			•
Weekly Status Reports	Project and activity status and progress report (includes system statistics as requested by the Program Manager)	COB the day before the scheduled meeting	<ul style="list-style-type: none"> • Program Manager • IT Manager • Budget Officer
Weekly Meeting Notes	Notes from weekly status meetings	Within three (3) business days post the meeting date	<ul style="list-style-type: none"> • Program Manager • Project leads
Asset Management Report	Listing of property (hardware), with name/vendor/asset tag/serial number/maintenance agreement, if applicable. In accordance with FAR 52.245-1.	Quarterly	<ul style="list-style-type: none"> • Program Manager • Budget Officer
Monthly Status Report	Report on overall project performance, progress, Earned Value Management (based on cost and schedule data).	Monthly	<ul style="list-style-type: none"> • Program Manager • IT Manager
Agency Usage Reports	Weekly Reports showing agency usage computed using agreed upon measures (e.g. bandwidth, # of agency documents, # of Agency sessions, # of Agency logins)	Weekly	<ul style="list-style-type: none"> • Program Manager • Project leads
Public Usage Reports	Weekly Reports showing public usage computed using agreed upon measures (e.g. search performance, bandwidth, # of users documents, # of user sessions, # of visits and comments submitted)	Weekly	<ul style="list-style-type: none"> • Program Manager • Project leads
System / Infrastructure Documentation			
Software Licensing Report	Listing of software, with vendor name, renewal schedule, and maintenance	Yearly (Oct 1 of each year), with updates as	<ul style="list-style-type: none"> • Program Manager • IT Manager

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	agreement, if applicable	required, following FAR 52.245.-1	<ul style="list-style-type: none"> ● Budget Officer
Functional Requirements Document	The functional requirements document (FRD) is a formal statement of an application's functional requirements.	Updated with each system release	<ul style="list-style-type: none"> ● IT Manager
Enterprise Architecture Drawings (EA)	Diagrams that show the major users/channels of the system, the other systems it has to interact with, and the major logical functions and data that it must perform or use	As needed to reflect changes, drawings and documents prepared in accordance with EPA EA specifications	<ul style="list-style-type: none"> ● IT Manager
System operations manual/handbook	Documentation of appropriate administrative, physical and technical controls and procedures incorporated into all applications and modified applications, including daily operations, special operations, troubleshooting, and maintaining a historical record of application changes.	Annually, with updates as needed	<ul style="list-style-type: none"> ● IT Manager ● Security Officer
System Release Documentation			
Annual System Release Plan	High-level system release schedule with key milestones	Yearly based upon Fiscal Year, (Oct 1 of each year)	<ul style="list-style-type: none"> ● Program Manager ● IT Manager
Annual Test Plan	Describes the scope, approach, resources and schedule of intended test activities, identifying test items, the features to be tested, the testing tasks, who will do each task, degree of tester independence, the test environment, the test design techniques and entry and exit criteria to be used, and	Yearly based upon Fiscal Year, (Oct 1 of each year)	<ul style="list-style-type: none"> ● Program Manager ● IT Manager

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	risks.		
Release Design Document	Documents system or release item design, and includes reasons and applicable requirements	In accordance with IT project management methodology; format as agreed upon with COR	<ul style="list-style-type: none"> ● IT Manager ● Project Leads / Release Manager
System Release Notes	Documents system requirements and scope including new features, fixes, and known issues.	With each release; format as agreed upon with COR	<ul style="list-style-type: none"> ● IT Manager ● Project Leads / Release Manager
Version Release Test Report	Provides a detailed summary of the release test results	With each release	<ul style="list-style-type: none"> ● IT Manager ● Project Leads / Release Manager
	System Training		
Annual Training Plan	Outlines training objectives, needs, strategy, curriculum, tools, and deliverables.	Yearly based upon Fiscal Year, (Oct 1 of each year)	<ul style="list-style-type: none"> ● Program Manager ● Training Manager
Training Schedule	Schedule for implementing training including mode, facilities, and staffing resources.	Monthly	<ul style="list-style-type: none"> ● Program Manager ● Training Manager
System User Guides	Manual(s) on using system functionality for system end-users.	Update with each release	<ul style="list-style-type: none"> ● Program Manager ● Training Manager
	Security		
Security Plan	System security plan in accordance with EPA and NIST standards	Updated quarterly, maintain FDMS Security Plan in accordance with EPA and NIST Standards	<ul style="list-style-type: none"> ● Security Officer
Intrusion Detection	Continuous monitoring per EPA and NIST standards. System scans	Real time/live monitoring and Monthly system scan and	<ul style="list-style-type: none"> ● Security Officer

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		findings report, PDF report structure to be determined by GSA/Contractor	
Security (NESSUS) Scan report	Run monthly security scan (NESSUS) and report findings.	Monthly	<ul style="list-style-type: none"> Security Officer
Plan of Actions and Milestones (POAM) updates	New POAMS to be added based on security scan results.	Quarterly	<ul style="list-style-type: none"> Security Officer
Penetration Testing Report	Penetration testing findings, if applicable	Monthly, sync audit schedule with system security plan, PDF report structure to be determined by GSA/Contractor	<ul style="list-style-type: none"> Security Officer
IT Contingency Plan	Outlines plan and procedures for system failure.	Quarterly Review, yearly report, per NIST SP 800-61; Update as need to address significant events.	<ul style="list-style-type: none"> IT Manager Security Officer
Disaster Recovery test and tabletop exercise	Detailed summary of test results and findings.	Yearly, written report using American Institute of CPAs Statements on Auditing Standards	<ul style="list-style-type: none"> IT Manager Security Officer
Threat Reporting	Actions taken if threat to system is discovered.	Immediate report to CSIRC call center	<ul style="list-style-type: none"> Security Officer CSIRC
CSIRC Alert Tracking report	Tracking all security alerts, how they are addressed, and resolution	Monthly	<ul style="list-style-type: none"> Security Officer

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Continuity of Support plan	Plan for continuity of operations	Annual	<ul style="list-style-type: none"> ● IT Manager ● Security Officer
POAM Tracking and Security Reporting	Maintenance of POAMs	Security Task Assignments are made by GSA to the Contractors Security Personnel electronically	<ul style="list-style-type: none"> ● Security Officer ●
Incident Response Report	Detailed summary of incident event, including cause and resolution.	As Occurs	<ul style="list-style-type: none"> ● Program Manager ● IT Manager ● Security Officer
	Budget		
Budget Planning of Contract Dollars (Two Years in Advance)	Contractor will work with budget officer and IT manager to develop plans for the budget two years in advance; contractor will provide breakdown of budget by line item (with a description of the line item) and contractor FTEs	Annually (First Quarter)	<ul style="list-style-type: none"> ● Program Manager ● IT Manager ● Budget Officer
System Usage Statistics by Agency and SubAgency	Contractor will provide budget officer with a full fiscal year of system usage by Agency (metrics to be agreed upon with budget officer)	Annually (First Quarter)	<ul style="list-style-type: none"> ● Budget Officer
Financial Reports (Financial Reports, Invoice Reconciliation)	Includes an invoice by subtask and labor category, with a breakout for the bundled labor rate, and unbilled subcontractor lagging costs. An Excel spreadsheet to accompany invoice with similar information, as well as separate breakouts (contractor FTEs, hours, labor categories) for docket	Monthly, in a spreadsheet application (such as MS Excel) and PDF	<ul style="list-style-type: none"> ● Program Manager ● IT Manager ● Budget Officer

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	services. A dedicated Excel spreadsheet and PDF will be sent to the PMO, and a dedicated eRulemaking invoice (to exclude FOIAonline work) will be sent to RTP finance.		
Earned Value Management Report	To be discussed with budget officer. To include major budget workstreams and specific breakdown of releases (i.e., for a specific release, planning, development, analysis, and testing figures to be provided). Standard calculations of Schedule Performance Index (SPI) and Cost Performance Index (CPI) to be provided and explanation to program office of deviations from estimated LOE. In accordance with FAR clause 52.234-4.	Monthly, or as requested, in format agreed upon with COR	<ul style="list-style-type: none">● Program Manager● Budget Officer

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Appendix A

Federal Laws and Regulations:

The contractor shall comply with all applicable Federal Laws and Regulations.

- 40 U.S.C. 11331, “Responsibilities for Federal Information Systems Standards”
- FISMA of 2014, “The Federal Information Security Modernization Act of 2014”
- HSPD 12, “Homeland Security Presidential Directive 12 – Policy for a Common Identification Standard for Federal Employees and Contractors”
- OMB Circular No. A-130, “Managing Information as a Strategic Resource”
- OMB M-08-23, “Securing the Federal Government’s Domain Name System Infrastructure (Submission of Draft Agency Plans Due by September 5, 2008)”
- OMB M 14-03, “Enhancing the Security of Federal Information and Information Systems”
- OMB M-10-23, “Guidance for Agency Use of Third-Party Websites and Applications”
- OMB M-15-13, “Policy to Require Secure Connections across Federal Websites and Web Services”
- OMB M-17-12, “Preparing for and Responding to a Breach of Personally Identifiable Information”
- Privacy Act of 1974, “5 USC, § 552a”
- OMB Memoranda, location of current fiscal year guidance on Federal Information Security and Privacy Management Requirements, including FISMA reporting

Federal Standards and Guidance:

The contractor shall comply with all applicable Federal Information Processing Standards (FIPS). NIST Special Publications (800 Series) are guidance, unless required by a FIPS publication, in which case usage is mandatory.

- FIPS PUB 199, “Standards for Security Categorization of Federal Information and Information Systems”
- FIPS PUB 200, “Minimum Security Requirements for Federal Information and Information Systems”
- FIPS PUB 140-2, “Security Requirements for Cryptographic Modules”
- NIST SP 800-18, Revision 1, “Guide for Developing Security Plans for Federal Information Systems”
- NIST SP 800-30, Revision 1, “Guide for Conducting Risk Assessments”
- NIST SP 800-34, Revision 1, “Contingency Planning Guide for Federal Information Systems”
- NIST SP 800-37, Revision 1, “Guide for Applying the Risk Management Framework to Federal Information Systems: A Security Lifecycle Approach”
- NIST SP 800-47, “Security Guide for Interconnecting Information Technology Systems”
- NIST SP 800-53, Revision 4, “Security and Privacy Controls for Federal Information Systems and Organizations”
- NIST SP 800-53A, Revision 4, “Assessing Security and Privacy Controls in Federal Information Systems and Organizations: Building Effective Assessment Plans”

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- NIST SP 800-63-3, “Digital Identity Guidelines”
- NIST SP 800-122, “Guide to Protecting the Confidentiality of Personally Identifiable Information (PII)”
- NIST SP 800-137, “Information Security Continuous Monitoring (ISCM) for Federal Information Systems and Organizations”

GSA Policies:

The contractor shall comply with the following GSA Directives/Policies.

- GSA Order CIO 1878.1, “GSA Privacy Act Program”
- GSA Order CIO 1878.2, “Conducting Privacy Impact Assessments (PIAs) in GSA”
- GSA Order CIO 2100.1, “GSA Information Technology (IT) Security Policy”
- GSA Order CIO 9297.2, “GSA Information Breach Notification Policy”

The GSA policies listed in this paragraph must be followed, if applicable.

- GSA Order CIO 2103.1, “Controlled Unclassified Information (CUI) Policy”
- GSA Order CIO 2104.1, “GSA Information Technology (IT) General Rules of Behavior”
- GSA Order CIO 2182.2, “Mandatory Use of Personal Identity Verification (PIV) Credentials”

GSA Procedural Guides:

GSA IT Procedural Guides are guidance, unless required by a GSA Directive/Policy, in which case usage is mandatory.

Note: GSA’s Procedural Guides are updated frequently; to make sure you have the most recent version of publicly available procedural guides, visit GSA.gov. If a non-publicly available guide is needed, contact the contracting officer who will coordinate with the GSA Office of the Chief Information Security Officer to determine if it can be made available.